



**COUNTY OF LOS ANGELES  
COMMUNITY AND SENIOR SERVICES**



**PROGRAM MEMO**

Number: AAA 15-06 Revised	Date: December 18, 2015
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**SUBJECT: ELDERLY NUTRITION PROGRAM (ENP) CONGREGATE MEAL,  
CENTRAL KITCHEN, AND CATERER SITE PEST CONTROL  
POLICIES AND PROCEDURES**

**PURPOSE**

The purpose of this Program Memo is to provide clarification on timeframes for pest control policies and procedures regarding the Elderly Nutrition Program (ENP) Congregate Meal, Central Kitchen, and Caterer sites in order to ensure a pest free environment.

**BACKGROUND**

Community and Senior Services (CSS) has a zero tolerance for pests (cockroaches, rodents, etc.) at all ENP Congregate Meal, Central Kitchen, and Caterer sites. Pests that come in contact with food or food areas that are used for human consumption can cause an adverse health effect. Problems associated with pests, like cockroaches, include contamination of food and utensils used to handle food, production of unpleasant odors, and transmission of bacteria (e.g., Salmonella and Shigella) which can lead to food poisoning. In response to the increased occurrences of pests over the last six (6) months at our ENP Congregate Meal sites, CSS is implementing the following policies and procedures in an effort to proactively address this matter.

**POLICY**

All ENP Congregate Meal, Central Kitchen, and Caterer sites shall be operated and maintained at all times to prevent the entrance and harborage of animals, birds, vermin, rodents, and insects.

All ENP Congregate Meal, Central Kitchen, and Caterer sites are required to perform monthly pest control activities as mandated in the ENP Standard Operating Procedures manual. ENP Congregate Meal, Central Kitchen, and Caterer sites shall have an approved Weekly Pest Control Waiver on file in order to continue monthly pest control activities. A licensed Pest Control Operator is the only person that can use products or chemicals in the facility that are deemed acceptable for a commercial kitchen or foodservice facility. Staff without a pest control license cannot use any types of pesticides, traps, bait, or other unauthorized methods in the facility for pest control.

If an ENP Congregate Meal, Central Kitchen, or Caterer site has a pest control issue, the Contractor will be responsible and required to ensure that weekly pest control activities are performed until a Weekly Pest Control Waiver (Attachment I) is granted by CSS. To eliminate pest issues, the Department of Public Health states that Integrated Pest Management (IPM) is the most effective means of controlling infestation and preventing reoccurrence.

## **PROCEDURES**

### **General IPM practices shall be done to ensure a pest free environment:**

- Keep garbage tightly covered and remove it from kitchen and dining area quickly and properly.
- Properly store all food and supplies.
- Check all food and supplies entering the building.
- Eliminate plumbing leaks and correct other sources of moisture.
- Increase ventilation where condensation is a problem.
- Seal cracks and other openings to the outside.
- Remove trash, large debris, and stored items outside of the building, such as stacks of lumber or firewood that provide hiding places for cockroaches and rodents.
- Vacuum cracks and crevices to remove food and debris.
- Be sure surfaces where food or beverages have been spilled are cleaned up immediately.
- Keep cleaning equipment (mops, sponges, and cloths) dry and properly stored.
- Keep toilets and restrooms clean and sanitized.
- Keep break areas clean and store personal food in closed containers.
- Report building maintenance issues such as holes in walls, torn window screens, or openings in door jams to management or Project Director for repair.
- Use traps and baits to monitor the pest population.

### **General procedures when pests are discovered:**

- All ENP Congregate Meal, Central Kitchen, or Caterer sites that currently have pest issues shall ensure that the site is fumigated upon notification of the pest sighting to resolve the issue and shall conduct regular IPM practices and weekly pest control activities thereafter. Weekly pest control activities are to be completed on Friday after meal service, or Saturday to ensure that regular meal services resume on Monday with no disruption in meal services.
- Immediately inform the Project Director if a pest or pest infestation is found.

- The Project Director, or their designee, will contact the ENP Congregate Meal, Central Kitchen, or Caterer site staff (park supervisor, site manager, etc.) and request that they contact a certified (licensed) pest control company for fumigation services.
- All ENP Congregate Meal, Central Kitchen, or Caterer staff shall work with the certified (licensed) pest control company to determine the best fumigation method to use for each ENP Congregate Meal, Central Kitchen or Caterer site based upon the products or chemicals used and severity of the infestation.
- The Project Director, or their designee, will notify their Contract Compliance Monitor, Contract Analyst, Program Analyst and designated Registered Dietitian (RD) of the Dietary Administrative Support Services (DASS) program.
- The kitchen will be immediately closed and pre-packaged meals will be served to seniors until the ENP Congregate Meal, Central Kitchen or Caterer site is fumigated, cleaned, sanitized, and reinspected by the DASS RD. Regular meal service cannot resume until the DASS RD has granted clearance.
- All ENP Congregate Meal, Central Kitchen, or Caterer sites that have pest control issues shall keep a weekly log of their pest control activities using the IPM approach until a waiver is granted to reinstate monthly fumigation and pest control services.
- The Contractor shall keep Pest Control Reports and weekly pest control activity logs on file in their ENP Standard Operating Procedures manual located at each ENP Congregate Meal, Central Kitchen, and Caterer site. Copies shall also be kept on file at the Contractor's Administrative Office. All Pest Control Reports and weekly pest control activity logs shall be available for review by CSS and the DASS RD upon request.

Timeframes for Weekly IPM Activities and Requests for Waivers:

To request a waiver to reinstate monthly fumigation and pest control activities. Contractors shall submit an ENP Congregate Meal, Central Kitchen, and Caterer site Weekly Pest Control Waiver (Attachment I) to the CSS Area Agency on Aging (AAA) Program Analyst based upon the requirements listed below:

- If no pest is found during the reinspection, all repairs and conditions are met, and the ENP Congregate Meal, Central Kitchen, or Caterer site is approved by the DASS RD to resume regular meal service, the Contractor may request a waiver to reinstate monthly fumigation and pest control activities.

- If a pest is observed by the DASS RD during the reinspection, and/or requested repairs have not been made, the Contractor shall ensure that the ENP Congregate Meal, Central Kitchen, or Caterer site is re-fumigated and weekly pest control activities are conducted for a period of three (3) months or 90 days. The 90-day period begins the date the site is successfully reinspected and approved by the DASS RD to resume regular meal service. The Contractor may ask for a waiver to reinstate monthly fumigation and pest control activities after the 90-day waiting period if there are no additional pest sightings and all other IPM activities are met.
- If a pest is observed at any time for a period of three (3) months or 90 days after a successful reinspection and approval by the DASS RD, the Contractor shall resume weekly pest control activities for a period of three (3) months or 90 days. The 90-day period begins the date the ENP Congregate Meal, Central Kitchen, or Caterer site is successfully reinspected and approved to resume regular meal service. The Contractor may ask for a waiver to reinstate monthly fumigation and pest control activities after the 90-day waiting period if there are no additional pest sightings and all other IPM activities are met.
- ENP Congregate Meal, Central Kitchen, or Caterer sites that fail multiple inspections are considered to have severe infestations if they continue to have pest sightings after weekly IPM activities and three (3) or more fumigations. The Contractor shall ensure that these sites continue weekly pest control activities for a period of six (6) months or 180 days after the site has been reinspected and approved by a DASS RD to resume regular meal service. The Contractor may ask for a waiver to reinstate monthly fumigation and pest control activities after the 180-day waiting period if there are no additional pest sightings and all other IPM activities are met.

#### DASS RD Inspection Scores and CSS Sanctions:

- The DASS RD will deduct twenty (20) points from the DASS site audit inspection score and immediately close the kitchen if evidence of pests is observed during monthly site inspections. The DASS RD will provide recommendations for necessary repairs and other remedies to resolve pest issues.
- The DASS RD, as part of their monthly ENP Congregate Meal, Central Kitchen, or Caterer site audit inspections, will review pest control reports to confirm that pest control fumigations or related repairs are completed as required. If reports for pest control activities are not completed, six (6) points will be deducted from the monthly DASS site audit inspection score.
- Timely completion of the repairs identified by the DASS RD to walls, doors, window screens, etc., that may be entry points for pests shall be remedied within

thirty (30) days. If repairs are not completed within thirty (30) days, deducted points will be doubled.

- Double points will be deducted on the DASS site audit inspection score for repeated offenses or findings. If the audit inspection score falls below the acceptable level outlined in the Food Service Standard Operating Procedures manual, financial sanctions or suspension of payments may be imposed until the related findings are resolved.
- In cases of continued inability or unwillingness to comply with these requirements, CSS will impose financial sanctions, which may include but are not limited to suspension of payments or termination.

Questions regarding these policies and procedures may be directed to Denise Ward, Program Analyst, at (213) 639-6353 or [dward@css.lacounty.gov](mailto:dward@css.lacounty.gov).

A handwritten signature in blue ink that reads "Anna Avdalyan Cck".

Anna Avdalyan, Program Manager  
Area Agency on Aging Division

AA:CK:dw

Attachment

cc: Otto Solórzano  
Lorenza C. Sánchez  
Paul Goldman  
Josephine Marquez  
Joyce Washington  
Alfred Beyruti  
Carol Domingo  
Sonja Ivey-Rojas  
Gerry Nelson  
Jose Rivas  
Stephanie Maxberry



**COUNTY OF LOS ANGELES  
COMMUNITY AND SENIOR SERVICES**



**ELDERLY NUTRITION PROGRAM (ENP) CONGREGATE MEAL, CENTRAL KITCHEN,  
AND CATERER SITE WEEKLY PEST CONTROL WAIVER**

I, \_\_\_\_\_, acting on behalf of \_\_\_\_\_ request a Weekly Pest Control  
(Project Director) (Agency/Legal Name of Contractor)

Waiver for the following Congregate Meal, Central Kitchen or Caterer site:

\_\_\_\_\_  
(Name of Congregate Meal Site, Central Kitchen, Catering Site)

Please check reason for waiver request:

- ☐ I confirm and verify that the above site has not had any pest control issues (i.e. rodents, cockroaches, etc.) within the last 90 days and request to continue monthly pest control activities.
- ☐ I confirm this site passed the Dietary Administrative Support Services (DASS) Registered Dietitian (RD) re-inspection and hereby request to reinstate monthly pest control activities. All repairs and conditions were met and the DASS RD approved the site to resume regular meal service.
- ☐ I confirm and verify that it has been 90 days since this site passed the DASS RD re-inspection and hereby request to reinstate monthly pest control activities. During this 90-day period, weekly pest control activities were conducted, there were no additional pest sightings, all repairs and conditions were met, and the site was approved to resume regular meal service.
- ☐ I confirm and verify that it has been 180 days since this site passed the DASS RD reinspection and hereby request to reinstate monthly pest control activities. During this 180-day period, weekly pest control activities were conducted, there were no additional pest sightings, all repairs and conditions were met, and the site was approved to resume regular meal service.

I hereby acknowledge that the above mentioned site remains responsible and under the mandated requirement to perform monthly pest management activities. I understand that if at any time the above ENP Congregate Meal, Central Kitchen, or Caterer site is reported or discovered to have pest control issues, this waiver shall be voided. The ENP Congregate Meal, Central Kitchen, or Caterer site will then be required and responsible to adhere to weekly pest management activities until the conditions for another waiver are met and the waiver is approved by CSS.

Please send signed copy of weekly waiver request to [dward@css.lacounty.gov](mailto:dward@css.lacounty.gov).

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Title

\_\_\_\_\_  
 Date



**COUNTY OF LOS ANGELES  
COMMUNITY AND SENIOR SERVICES**



**ELDERLY NUTRITION PROGRAM (ENP) CONGREGATE MEAL, CENTRAL KITCHEN,  
AND CATERER SITE WEEKLY PEST CONTROL WAIVER APPROVAL**

\_\_\_\_\_  
(Name of Congregate Meal Site, Central Kitchen, Catering Site)

☐ **Waiver Denied.** This site did not meet the conditions or timeframes outlined above.

☐ **Waiver Approved.** This site did meet the conditions and timeframes outlined above.

**Comments:**

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\_\_\_\_\_  
Name

\_\_\_\_\_  
Title  
County of Los Angeles Community and Senior Services

\_\_\_\_\_  
Date

Questions regarding this waiver may be directed to Denise Ward, Program Analyst at (213) 639-6353 or  
[dward@css.lacounty.gov](mailto:dward@css.lacounty.gov).